

# Goals, Objectives, and Performance Measures

## Goal 1- Arizona TANF Clients obtain employment

**Objective:** The case manager shall contact clients for assessment and initial development of their Employment and Career Development Plan (ECDP) within 30 days of referral. The ECPD must contain the client's signature.

**Performance Measure:** 75% of clients will have completed and signed the ECDP within 30 calendar days of cash assistance approval.

**Objective:** Upon completion of the initial ECDP, clients will be immediately engaged in federal or state defined work activities.

**Performance Measure:** 50% of clients will be engaged in federal or state defined work activities within 5 calendar days of completion of the initial ECDP.

**Objective:** The contractor will meet or exceed the WPR after caseload reduction credits are applied.

**Performance Measure:** self explanatory

**Objective:** All clients who obtain permanent unsubsidized employment will have an initial hourly wage that is at or above the minimum wage.

**Performance Measure:** 100% of placements in permanent unsubsidized employment that is at or above the minimum wage.

**Objective:** Clients will be placed in permanent unsubsidized employment where employer-supported medical benefits are offered.

**Performance Measure:** 35% of placements will offer employer-supported medical benefits.

**Objective:** Clients who gain permanent unsubsidized employment will stay employed and will not receive TANF within 6 months of case closure due to permanent unsubsidized employment.

**Performance Measure:** 15% of clients will not receive TANF assistance within 6 months of case closure due to permanent unsubsidized employment.

**Objective:** Client participation hours shall be verified according to Arizona's TANF Work Verification Plan.

**Performance Measure:** 100% of the cases reviewed will be compliant with the verification of participation hours as stated in the WVP or the hours will be removed from the state's reporting system.

## Goal 2- Arizona TANF clients who obtain employment will be assessed for transitional services to facilitate retention and transition to employment

**Objective:** As funding is available, clients who are eligible shall receive transition services as needed.

**Performance Measure:** 100% of the cases reviewed will be provided with written notification of eligibility for transitional services.

**Objective:** As funding is available, clients shall receive education and training opportunities to support job retention.

**Performance Measure:** 100% of the case reviewed will be provided with written notification of eligibility for education and training opportunities.

## Goal 3- Barriers to employment and self-sufficiency are reduced or mitigated for TANF clients

**Objective:** Clients' barriers are reduced or mitigated to allow them to engage in permanent unsubsidized employment and other required activities.

**Performance Measure:** 100% of the cases reviewed will have an offer of appropriate supportive services to reduce barriers to employment and other required activities.

**Objective:** Clients approaching their TANF life time limit or facing ineligibility due to the youngest child aging out of TANF eligibility shall be engaged in life-time limit planning activities well in advance of losing eligibility.

**Performance Measure:** 85% if the cases reviewed will have been contacted to prepare for self-sufficiency at least six months prior to losing TANF eligibility.

**Objective:** Clients shall be referred to Department subsidized childcare to ensure that the client can participate in employment-related or other required activities.

**Performance Measure:** 75% of clients are referred to childcare no less than 5 workdays before the service is needed or within 24 hours of an emergency child care need being identified.

#### **Goal 4-TANF Clients are involved in the creation of their ECDP and assigned work activities**

**Objective:** Clients shall participate in developing and revising their ECDPs and assigned work activities.

**Performance Measure:** 100% of ECDPs contain the client's signature.

#### **Goal 5-Design of the service delivery system is community-driven. Service delivery is integrated, client-friendly, and provided in collaboration with community-based organizations**

**Objective:** Community Resources are maximized and leveraged.

**Performance Measure:** The contractor shall have active memberships in at least two community-based organizations throughout the term of this contract.

**Objective:** Service delivery is culturally competent and linguistically appropriate.

**Performance Measure:** 75% of staff receive diversity training within 45 days of hire and annually thereafter.